



Brent Carers Centre
Willesden Medical Centre
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Registered Charity number 1066691
Company Limited by Guarantee 3354038

JOB DESCRIPTION

Post Title:	HEPS Senior Support Officer
Reports to:	HEPS Programme Manager & Chief Executive
Locations:	Based at Brent Carers Centre in Willesden, but with travel to and work from locations across Brent
Salary:	£25,000 pro rata
Hours:	21hrs per week. There is flexibility over when these hours are worked. To include attendance to monthly group advice supervision meetings.
Annual Leave:	20 days Pro rata + bank holidays
Duration of Contract:	Fixed Term until 31 st March 2023

PURPOSE OF POST

The post holder will:

- To support the HEPS Programme Manager and CEO with operational and administrative support.
- To support the Programme Manager in implementing the HEPS operating model.
- To assist and provide administrative support in the recruitment of 20-30 Health Educators across Brent.
- To provide administrative support to Brent Carers Centre CEO.
- To work within the aims, policies and principles of Brent Carers Centre.

DUTIES AND RESPONSIBILITIES :

- Work cooperatively with colleagues and encourage good teamwork, clear lines of communication and common practices.
- Assisting HE's in accessing information & services.
- Providing support and guidance to HE's on delivering their operation plans and any other arising issues.
- Identify trends/concerns and feed back to the CEO & Programme Manager.

- Provide HR support, which may include administering recruitment exercises, interview invitations and outcome letters etc.
- Assist in the dissemination of information and events to Health Educators and the co-

ordination of the team across outreach activities and learning events.

- Provide administrative support to the Chief Executive Officer.
- Assist in the delegation of HE's across community events and outreach activities.
- Collating and checking Time Sheets, monitoring reports and case studies and supporting the updating the centralized records and monitoring systems.
- Undertaking minutes of team meetings, and distributing the notes to attendees.
- Ensuring publicity materials are in stock and made available to HE's at agreed times.
- Maintain effective admin systems and records relevant to the role.
- Be able to work effectively and autonomously.

General

- Attend and participate in meetings as required by the Programme Manager.
- Manage personal workload in liaison with the Programme Manager & CEO.
- Carry out relevant duties appropriate to this role in the organisation.
- Carry out other such duties that may be required to meet the objectives of this post.

HEPS Senior Support Officer Person Specification

	Essential/ Desirable	Application Documents	Interview
Qualifications			
Educated to Diploma Level 3 or equivalent	D	✓	
Relevant Experience			
Experience in handling office administration duties effectively and efficiently	E	✓	✓
Ability to work with minimal supervision	E		✓
Excellent computer skills, particularly with the Microsoft Office Suite of programmes and database systems	E	✓	✓
A very good standard of written and verbal communication skills in English	E	✓	✓
Experience of handling confidential information	E		✓
Skills and Competencies			
Proven ability to work on own initiative, to manage own workload, priorities and work to deadlines	E		✓
An ability to work as part of a team	E		✓
Possessing good judgment, confidentiality and discretion at all times	D		✓
Possessing sensitivity, understanding and able to apply this when dealing with carers	E		✓
In-depth knowledge of the voluntary sector	D	✓	✓
Commitment and understanding of equal opportunities	D	✓	